Virtual Course Catalog

Training & Organizational Development Unit

2021

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Contact Information

If you have any questions about the courses in this catalog or would like to inquire about future offerings, please contact the appropriate training team.

All VLC related inquiries should be directed to registrar.training@djj.virginia.gov.

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Types of Virtual Events

LOOK FOR THESE ICONS

Each virtual event is available through the VLC. Use the icons below to identify the type virtual events as you browse the catalog. You can click the icon next to the title of each event to enroll through the VLC. Not all events are available at all times or offered through all mediums. If you have specific questions about an event, you may email the instructor listed in the catalog or the program area of interest.

Live Webinars	Live webinars are real-time online seminars. Webinars are conducted and hosted by a DJJ Training Unit instructor or group of instructors, or adjunct instructors. When attending our webinars, you can expect excellent delivery of content by subject matter experts. You can ask questions and interact with the instructor - a lot like being in a classroom. Most webinars are open to all DJJ employees and local partners. There are instances when webinars may be planned for a specific team or unit.
Recorded Webinars	Recorded webinars are a great way to attend an event at your convenience. Recorded webinars are available through the VLC and can be taken at any time. You get the same content as a live webinar but you have the ability to play, pause, fast forward and rewind where you need it most. You may submit questions to the webinar instructors via email. Recorded webinars are open to all DJJ employees and local partners.
VILT	Virtual Instructor-led Training, known as VILT, is the same high-quality instruction you received in the physical classroom but now it's offered through a virtual platform. When you attend a VILT with the DJJ Training Unit, expect to interact with your instructors and classmates through our virtual training platform with group discussions, class feedback and team work. You may experience blended learning lessons, too, by watching recorded webinars and participating in independent study sessions.

Click the icons to view available course dates and times in the VLC

Adolescent Development and Trauma

Sharnise Jackson
4 hours

This is a 4 hour VILT (Virtual Instructor Led Training) on Adolescent Development and Trauma Training which identifies what is normal adolescent behavior, what changes take place as adolescents transition into adulthood, and how trauma can impact a youth. Participants will examine the basics of how the brain matures through early adulthood, how the ACE (Adverse Childhood Experiences) is utilized, and the profound significance of resiliency as a protective factor to traumatic experiences.

BADGE Offense History Screen Modifications and Data Quality Assurance

Community Programs Training Team
30 minutes

This webinar is appropriate for all court service unit staff. The purpose of the Webinar is to provide an overview of the recent modifications to the BADGE offense history screen. Through watching the webinar, the participant will be provided a guided view of the revised BADGE offense history screen fields and revised drop-down menu options. Through this, the participant will be able to understand how to use the screen features and functions to accurately enter data into BADGE. In addition, the webinar will provide a general overview of current BADGE data cleanup efforts and needs. Lastly, the participant will be able to review and examine data quality assurance methods and practices that are available to Court Service Unit managers and supervisors.

Basic Skills for Caseworkers Foundation Module

[Community Programs Training Team](#)
40 hours

This 40-hour online course is designed for all new court service unit and residential case managers.

Foundation Week is a prerequisite for all other modules of the Basic Skills for Caseworkers Curriculum. The material covered introduces case managers to topics associated with staff development, evidence-based programming, and staff safety. All participants are required to use a desktop or laptop and have web conferencing equipment (i.e., Mifi, webcam, speakers). At the conclusion of the training, all participants are given a written assessment and the results are available to the participant's immediate supervisor.

This is a blended learning experience using webinars, VILTs (Virtual Instructor Led Training) and inter-session work.

Prerequisite: The prerequisite for the foundational course is the completion of Phase 1 - Prerequisite Checklist (PRC) located in the Juvenile Justice Professional Manual.

Registration Information: Each course listed in the curriculum signifies a training day. **Participants must enroll in each day individually to complete the entire curriculum.**

This training is VIRTUAL.

Basic Skills for Caseworkers Intake Module

[Community Programs Training Team](#)
32 hours

This 32-hour online course designed for all new staff performing intake duties. The Intake Module will provide an overview of the intake process and lay the groundwork for new intake officers as they embark on their role as the "Gatekeeper" into the juvenile justice system. All participants are required to bring their laptops. At the conclusion of the training, all participants complete a written assessment and the results are forwarded to the participant's immediate supervisor. This is a

blended learning experience using webinars, VILTs (Virtual Instructor Led Training) and inter-session work.

Prerequisite: The pre-requisite for the Intake Module is the completion of Basic Skills for Caseworkers Foundation Week and Phase 2 – Intake Module Performance Checklist (PC) located in the Juvenile Justice Professional Manual.

This training is VIRTUAL.

Basic Skills for Caseworkers Probation Module

[Community Programs Training Team](#)
32 hours

This 32-hour online course is designed for all new staff performing probation duties.

The Probation Module will provide an overview of community-based supervision and lay groundwork for the probation officer as he/she embarks on their role as an "Agent of Change" in the juvenile justice profession. All participants are required to use a desktop or laptop and must have web conferencing equipment (i.e, webcam, speakers, Mifi). At the conclusion of the training, all participants will be given a written assessment.

This is a blended learning experience using webinars, VILTs (Virtual Instructor Led Training) and inter-session work.

Prerequisite: The pre-requisite for the Probation Module is the completion of Basic Skills for Caseworkers Foundation Week and Phase II-Probation Module Performance Checklist.

Registration Information: Each course listed in the curriculum signifies a training day. **Participants must enroll in each day individually to complete the entire curriculum.**

This training is VIRTUAL.

Basic Skills for Caseworkers Parole and Residential Module

Community Programs Training Team
32 hours

This 32-hour online course is designed for all new staff performing parole and residential case management duties.

The Parole and Residential Module will introduce a shared understanding of the components of the reentry process. Participants will be challenged to think about reentry in a more concrete way that is congruent with a practical learning module (which states that when participants have a concrete experience, they reflect on that experience, abstract from it, and then act on their learnings.) This is a blended learning experience using webinars, VILTs (Virtual Instructor Led Training) and inter-session work.

Prerequisite: The prerequisite for the Parole and Residential Module is the completion of Basic Skills for Caseworkers Foundation Week and Phase 2 – Parole and Residential Module Performance Checklist (PC) located in the Juvenile Justice Professional Checklist and Manual.

Requesting access for each course does not mean a participant is enrolled into the cohort. Course instructors grant enrollment once all prerequisites are met.

Registration Information: Each course listed in the curriculum signifies a training day. **Participants must enroll in each day individually to complete the entire curriculum.**

**All participants are requires to utilize their laptop/desktop computers and have web conferencing equipment (i.e. mifi, webcam, speakers) when completing this course.

This training is virtual.

Basic Skills for Non-Security Week 1

Dan Lawson
25 hours

This 25 hour blended learning course is designed for ALL new Non-Security Employees. The material covered introduces non-security employees to topics associated with Professionalism, Investigations, PREA, Suicide Prevention, Workplace Safety, Verbal Intervention, and Personal

Defense. All participants are required to use their laptops. This is a blended learning experience using webinars, VILTs (Virtual Instructor Led Training), inter-session work, and **in-person training**.

Prerequisite: Participants must have email and VLC access. Participants must also complete any applicable On-The-Job Checklists, which can be completed prior to or after the Basic Skills for Non-Security courses.

Registration Information: Each course listed in the curriculum signifies a training day. **Participants must enroll in each day individually to complete the entire curriculum.**

Basic Skills for Non-Security Week 2

[Dan Lawson](#)
25 hours

This 25 hour blended learning course is designed for ALL new Non-Security Employees. The material covered introduces non-security employees to topics associated with Safety and Security, Gangs, Adolescent Development, and American Red Cross CPR and First Aid. All participants are required to use their laptops. This is a blended learning experience using webinars, VILTs (Virtual Instructor Led Training), and **in-person training**.

Prerequisite: Participants must have email and VLC access. Participants must also complete any applicable On-The-Job Checklists, which can be completed prior to or after the Basic Skills for Non-Security courses.

Registration Information: Each course listed in the curriculum signifies a training day. **Participants must enroll in each day individually to complete the entire curriculum, however, medical services providers do not attend the CPR and First Aid portion.**

Basic Skills for Non-Security Week 3

[Dan Lawson](#)
25 hours

This 25 hour virtual course is designed for all new Direct SupervisIon Employees, including teachers, counselors, and BSU. The material covered introduces Juvenile Justice System, Civil

Liability, Behavior Management, Documentation, and Games Residents Play. This is a blended learning experience using webinars, VILTs (Virtual Instructor Led Training) and inter-session work.

Prerequisite: Participants must have email and VLC access. Participants must also complete any applicable On-The-Job Checklists, which can be completed prior to or after the Basic Skills for Non-Security courses.

Registration Information: Each course listed in the curriculum signifies a training day. Participants must enroll in each day individually to complete the entire curriculum.

Building Communication Skills, Relationships, Understanding and Trust Part 1

Karen Hileman
1 hour 52 minutes

Part I - Communication is much more than the exchange of ideas or information. Our WORDS matter and it matters how we use our WORDS. We will discover how to effectively communicate and how that develops better understanding and shared meaning. We all know what we want to say, but we need to understand the goals of communication; to develop interpersonal relationships, gaining understanding, and gaining commitment. To achieve your communication goals, we will learn about barriers to effective communication and how to overcome them. We will also discuss Channels of Communication and determine which channel is best for which goal of communication.

Building Communication Skills, Relationships, Understanding and Trust Part 2

Karen Hileman
1 hour 52 minutes

Part II – You can't build trust without communication and you must trust in what people are communicating. In this second module we will discuss the interdependence of Trust and Communication. We will discuss how emotional awareness, emotional intelligence, and emotional literacy are an important component of how we communicate and how people receive our

communication. We will learn how to Listen with Purpose through Empathic Listening. We will learn how to build rapport with our people and how that rapport builds upon trust.

Business Writing Skills

Ben DeBord

COMING SOON

This course develops the ability to create clear, effective, professional business writing. Learners explore and practice a variety of related writing skills and concepts in an engaging virtual format.

Developing the Talent You Have and The Talent the Organization Needs

Karen Hileman
1 hour 35 minutes

Leading people comes with the responsibility of developing your people. Good leaders build their people up to build upon the future success of the organization. This is achieved through talent management and succession planning. Leaders will learn how to utilize the Leadership Competency Model and Values Matrix in correlation to the 9-Block tool, to ensure future leaders are thoroughly developed in all dynamics of leadership and value alignment with the Guiding Principles of DJJ.

Diversion

Frank Piowtrowski
2 hours 30 minutes

Diversion is a two and a half hour Virtual Instructor Led Training (VILT). In this training we will define diversion, explore diversion eligibility and contraindications, timelines and language needed in BADGE during the diversion process. In addition, we will explore strategies for

resistance to change seen at the diversion level. Participants will practice diversion principles utilizing small group work competencies.

Fostering Inclusiveness in the Workplace

Sharnise Jackson
3 hours

An interactive course that identifies the subtle way that bias occurs and how others are devalued through small subconscious behaviors and micro-inequities. Participants will establish a framework to increase inclusion in the workplace and discuss different ways to convey respect.

Effective Group Facilitation - Session I: Engagement and Facilitation

Alexis Brown
30 minutes

This course is recommended for all Bon Air JCC community staff (BSU, Resident Specialists, Community Coordinators, and Counselors). This three part webinar series will explore how to effectively facilitate groups required by the Community Treatment Model Program.

The first session of this webinar series, Session I: Engagement and Facilitation, is a thirty (30) minute webinar in which attendees will learn the definitions of youth engagement and group facilitation. Attendees will also identify the benefits of effective youth engagement in a group setting and identify skills for successful group facilitation.

Effective Group Facilitation - Session II: Preparing for Groups and Group Dynamics

Alexis Brown
30 minutes

The second session of this webinar series, Session II: Preparing for Group and Group Dynamics, is a thirty (30) minute webinar in which attendees will learn how to prepare for groups, Identify group dynamics and understand characteristics of group members and learn interventions to address problematic behavior.

Effective Group Facilitation - Session III: Skill Building Tool Kit

Alexis Brown
30 minutes

The third session of this training series, Session III: Skill Building Tool Kit, will be a thirty minute (30) minute webinar in which attendees will identify the purpose and benefits of skill building. Attendees will also be introduced to skill building lesson topics through the Skill Building Tool Kit. Lastly, attendees will learn the key components of the skill building tool kit.

Effective Practices in Community Supervision (EPICS)

Frank Piotrowski
24 hours

COMING SOON

6 Part Series This is a 6-part webinar series. You must attend all six webinars to complete the training. See section title and section notes for dates and times of training.

The goal of this training is to teach probation officers how to apply the principles of effective intervention to community supervision practices. The training teaches officers how to use the EPICS model to target higher risk offenders and their criminogenic needs using cognitive-behavioral interventions and core correctional practices. Examples of cognitive-behavioral interventions include structured skill building and cognitive restructuring. Examples of core correctional practices include relationship skills, teaching skills, problem-solving, and effective reinforcement and disapproval.

The EPICS training will take place over 6 different virtual training experiences. Trainees must participate in all 6 different training experiences. This is a blended learning experience using webinars, VILTs (Virtual Instructor Led Training) and inter-session work.

Emerging Leaders

Ben DeBord and Leonard Hopkins
19 hours

This course is an introduction to the skills necessary to becoming an effective leader, with a specific focus on managing relationships. The Curriculum includes an Introductory Webinar and webinars on four core subjects aligned with becoming a leader: emotional intelligence, managing others, speaking like a leader, and conflict resolution. There is also Self-Study requiring participants to read and complete activities on their own.

Empowering and Inspiring Others - Start With Why - Part 1

Karen Hileman
60 minutes

Inspiration is most useful when we are moved to thought and action. Discovering our 'Why' is about inspiring others and self-inspiration. It's about 'HOW' we find fulfillment in the work we do and the relationships we build. It's about 'What' we need and can do to cultivate inspiration and sustain fulfillment. In the first part of this three part series, participants will learn and engage with each other in discussion about creative and innovative methods that leaders can use to inspire individuals and teams and how we can all inspire ourselves. In the second part of the series, participants will learn and engage with each other in discussion about how we sustain the fulfillment in our work and relationships through various developmental and relational strategies. The final part of the series will bring it all together and help us identify 'What' strategies and interventions we can implement to create a culture that supports inspiring our employees and creates opportunities for fulfillment in the work that they do.

Empowering and Inspiring Others - This is HOW - Part 2

Karen Hileman
60 minutes

Inspiration is most useful when we are moved to thought and action. Discovering our 'Why' is about inspiring others and self-inspiration. It's about 'HOW' we find fulfillment in the work we do and the relationships we build. It's about 'What' we need and can do to cultivate inspiration and sustain fulfillment. In the first part of this three part series, participants will learn and engage with each other in discussion about creative and innovative methods that leaders can use to inspire individuals and teams and how we can all inspire ourselves. In the second part of the series, participants will learn and engage with each other in discussion about how we sustain the fulfillment in our work and relationships through various developmental and relational strategies. The final part of the series will bring it all together and help us identify 'What' strategies and interventions we can implement to create a culture that supports inspiring our employees and creates opportunities for fulfillment in the work that they do.

Empowering and Inspiring Others - Now WHAT! - Part 3

Karen Hileman
60 minutes

Inspiration is most useful when we are moved to thought and action. Discovering our 'Why' is about inspiring others and self-inspiration. It's about 'HOW' we find fulfillment in the work we do and the relationships we build. It's about 'What' we need and can do to cultivate inspiration and sustain fulfillment. In the first part of this three part series, participants will learn and engage with each other in discussion about creative and innovative methods that leaders can use to inspire individuals and teams and how we can all inspire ourselves. In the second part of the series, participants will learn and engage with each other in discussion about how we sustain the fulfillment in our work and relationships through various developmental and relational strategies. The final part of the series will bring it all together and help us identify 'What' strategies and interventions we can implement to create a culture that supports inspiring our employees and creates opportunities for fulfillment in the work that they do.

Frontline Leadership

Ben DeBord and Leonard Hopkins
20 hours

Frontline Leadership is a blended learning leadership series designed for new and seasoned supervisors, as well as those looking to move into a supervisory role. Participants will explore their personal DiSC profile, common leadership challenges, how to motivate and coach employees, develop inclusive teams that embrace diversity and manage conflict.

Gangs

Sharnise Jackson
3 hours 30 minutes

A course on Gang awareness and recognition taught by a Gang Specialist from the Investigative Unit of DJJ. Instructor will provide an overview of the gangs in Virginia and how the Code of Virginia defines gangs.

Google Suite: Get Started with Google Suite

Julie Norris
60 minutes

Explore three of the most common Google applications: Docs, Sheets, and Slides. Use these apps to create documents, spreadsheets, and presentations.

Google Suite: Getting Organized with Google Calendar

Kashara Brown
60 minutes

Google Calendar allows users to organize events and meetings all in one place. This course will demonstrate features that will assist learners in staying organized in scheduling and managing time in Google Calendar.

Google Suite: Google Drive - Your file cabinet in the cloud

Julie Norris
60 minutes

You can store it all in Google Drive: documents, spreadsheets, presentations, surveys, pictures. Any file that you create can live on your Drive. We'll look at Google Drive's features and discuss how to use Google Drive to collaborate.

Google Suite: Google Meet Features, Tips and Tricks

Julie Norris
60 minutes

Google Meet makes video conferencing quick and easy to set-up. Learn how Meet smoothly integrates with Gmail and Calendar to make scheduling and invites simple to ensure your virtual meeting happens without any issues.

Google Suite: Google Sheets Tutorial for Beginners

[Julie Norris](#)
60 minutes

Google Sheets is a spreadsheet application included with DJJ's Google Suite. Learn how to create spreadsheets and how to use basic functions to analyze data. This webinar is perfect for spreadsheet beginners or anyone new to Google Sheets.

Google Suite: Google Slides Tutorial for Beginners

[Julie Norris](#)
60 minutes

Learn the basic tools and techniques for creating presentations using Google Slides. No previous experience is required.

Google Suite: Keeping Track with Google Keep

[Julie Norris](#)
60 minutes

Google Keep is a simple to use note-taking application. Learn how to add text, make lists and get organized. Its simple interface makes it a fast way to take notes.

Google Suite: Make Google Forms Work for You

[Julie Norris](#)
60 minutes

Forms is a versatile Google application that allows you to make more than just surveys. We'll explore Google Forms' many possibilities in this webinar.

It's Better To Receive First and Then Give When it Comes to Feedback

[Karen Hileman](#)
2 hours

Feedback is more than just words or an exchange of information, it is a process of communication. It is both interpersonal in the context of our relationships and personal in the context of how we receive it. We need to learn how to be passionate with giving constructive feedback and gracious in receiving it. In this webinar you will learn how to receive feedback from a place of gratitude that will help you develop more meaningful and engaging work relationships and how receiving feedback through the lens of professional development can help you excel in your work. You will learn how to give constructive feedback in a manner that helps those receiving it build upon their knowledge, skills, and abilities to be more productive and efficient.

Motivational Interviewing

[Sharnise Jackson](#)
8 hours

Motivational Interviewing (MI) foundation training provided by National Counseling Group (NCG) introduces the evidence-based practices of the 3-elements of MI - the spirit of MI, OARS, and Change Talk and Ambivalence. It lays the foundation that reminds staff that their interactions with clients have a pivotal role in determining subsequent behavior. This course is a blended learning experience with live instruction in a virtual setting, coupled with recorded webinars.

Overview of the Eight Principles of Effective Intervention

[Brandy Newton](#)
25 minutes

Effective Interventions. Evidence Based Practices. We hear these terms all the time in our day to day work. But what do they mean? And, more importantly, what do they look like in the world of DJJ? As Agents of Change it is important to understand how these principles impact

your work and the youth with whom you work. This course will provide a brief overview of commonly used and misused terminology referring to Evidence Based Practices. We will also explore the 8 Principles of Effective Interventions and what these principles look like in the daily work of CSU staff and the probation practitioner.

Perceptions

[Frank Piotrowski](#)
30 minutes

The purpose of this webinar is to explore how our perceptions and stereotypes of others can have long lasting negative impacts on the collaborative relationship, trust and safety with the youth and families we serve. This brief webinar will walk you through the negative impacts one's perceptions and stereotypes can have on others and ways we can personally combat these situations. This webinar provides the participant with a resource that explores their own stereotypes and prejudices.

Planning, Preparing, and Implementing Change

[Karen Hileman](#)
1 hour 42 minutes

Al Green sang it best, "I know a change is gonna come, oh, yes, it will." This webinar is in the spirit of that wise and insightful lyric. This workshop will focus on how change affects people and how to prepare, support, and guide individuals, teams, and organizational units through a Change Management systems lens. We will learn how people manage and drive change, not the other way around, how change can inspire creativity and innovation, people and operational strategies for communicating, planning, preparing, and implementing various types of changes.

Positive Youth Development (PYD)

Sharnise Jackson
3 hours

Participants will develop a basic understanding of Positive Youth Development principles with an overview of the critical importance of Positive Youth Development (PYD) in today's work with juvenile justice youth. This 3-hour **virtual** course emphasizes an understanding of how to integrate PYD concepts into daily practice. This course helps to shift negative perceptions by encouraging participants to see youth as assets and to believe in young people's potential. PYD framework focuses on youth's protective factors and strengths, not just risk factors, and leads the way for our community partners to do the same through cross-systems collaboration.

Probable Cause

Frank Piowtrowski
30 minutes

This webinar will review the importance of probable cause as it relates to the intake process. Participants will define and explore the origins and sources of probable cause, understand what happens if probable cause is not established, and examine the language that is needed in the BADGE case narrative.

Professionalism

Sharnise Jackson
3 hours

Participants will examine the characteristics and attributes of professionalism through lecture and activities. Participants will review the DJJ Staff Code of Conduct and identify effective time management skills through activities that support learning techniques to prioritize tasks and meet deadlines effectively.

Providing Direction, Achieving Alignment, and Getting Commitment

[Karen Hileman](#)
1 hour 44 minutes

Leadership is a social process that enables individuals to collaborate and work together as a cohesive team to drive results and achieve outcomes that they could not achieve working as individual contributors. For the organization to be successful, teams need to be successful. In this webinar, leaders and team members will learn how interactions and exchanges among people have to create:
- Direction – Agreement on what the collective of the team is trying to achieve together.
- Alignment – Effective coordination and integration of the different aspects of our work so that it fits together in service of the shared direction.
- Commitment – People who are focused on making the success of the team (not just their individual success) a personal responsibility and priority.

Smart Ways to Get Organized with OneNote

[Julie Norris](#)
60 minutes

OneNote is a note-taking application that allows you to collect and organize all types of data, including text, graphics, audio and video clips. This webinar will help you get started in OneNote and teach you quick and simple ways to organize your data.

Standardized Disposition Matrix

[Community Programs Training Team](#)
4 hours

This course is designed for CSU staff who will be responsible for properly assessing juveniles prior to disposition to determine the appropriate level of CSU supervision. The Standardized Disposition Matrix (SDM) Training will provide an understanding of the design of the SDM as it relates to

making recommendations in a juvenile court hearing. Participants will define key terms (e.g., disposition levels and YASI Pre-Adjudication Screen) associated with the SDM and understand how to utilize the matrix procedure for both combined adjudication/disposition hearings and separated adjudication/disposition hearings. This course is a blended learning experience with live instruction in a virtual classroom, coupled with recorded webinars.

Time to Manage Your Time

Julie Norris
90 minutes

It's time to take control of your schedule and calendar so you can make time for your most important projects and tasks. You'll learn about productivity and time management methodologies like the Eisenhower Matrix and Time Blocking. You'll also explore ways technology can help you implement these methodologies so you never miss important deadlines or commitments in the future.

Venue and Jurisdiction Overview

Brandy Newton
60 minutes

This is a one hour live webinar designed for staff to gain understanding of the difference between jurisdiction and venue. While considering, is there a difference in how it's established when processing Civil Matters vs. Criminal? What is UCCJEA? What exactly is meant by the "6 Month" rule? These questions will be explored through the review of the policy, procedure and code. We will define venue and jurisdiction, the authority behind it and learn how to screen for it.
PLEASE NOTE: The content in this webinar is the content provided during the Virtual Regional Intake Module and Basic Skills for Caseworkers Intake Module

Virtual Events with GoToWebinar

Julie Norris
1 hour 40 minutes

This recorded webinar goes over how to utilize the settings within GoToWebinar and the tools associated with the Organizer role. You will learn how to set-up a webinar in GoToWebinar and how to invite attendees to your webinar. Throughout the recording, you will hear best practices and other Organizer tips.

Wellness: Reboot Your Mindset

Leonard Hopkins

1 hour 30 minutes

This course will help participants understand the value of a lifestyle change for better health. The course will explore healthy options for an individual's daily routine Topics will include: stress, recreational activities, social interactions and other dimensions of life.

What's All the Emotion About - How Emotional Awareness and Emotional Intelligence Improves Relationships and Culture

Karen Hileman
1 hour 30 minutes

We all have feelings and emotions. This webinar explores how emotions and feelings can actually help us to: cultivate deeper and more meaningful working relationships; improve our understanding of relationship management; create a culture that embraces diversity and inclusion; build stronger teams; and helps all of us to be more aware of how our behavior and EQ impacts our youth, families, coworkers, and leaders.